BIBLIOGRAPHY:

[1]. Khagendra Nath Gangal(2013), “Attrition at work Place: How and why in Hotel Industry”, *IOSR Journal of Humanities and Social Science (IOSR-JHSS),* Vol.II, Issue 2, pp 38-49.

[2]. Gupta Neha(2013), “A study of Employee Retention with Special Reference to Indian Tourism Industry”, *European Academic Research,* Vol.I, Issue 6, pp 996-1012.

[3]. Jadhav Sonali and Bhave Santosh(2013), “Training and Development for Effective Employee Retention in the Hotel Industry, Pune”, *Tactful Management Research Journal*, Vol. 2, pp 1-7.

[4]. Kashyap Gaurav(2014), “Challenges faced by Hotel Industry: a review of Indian Scenario” *IOSR Journal of Business and Management (IOSR-JBM),* Vol. 16, pp 69-73.

[5]. Peshave Milind A.and Gujarathi Rajashree(2013), “Inpact of Employment Practices Adopted by Hotels on Productivity of its Employees”, *International Journal of Business and Management Invention*, Vol.2, issue 10, pp 27-38.

[6]. Negi Gayatri(2013), “Employee Attrition: Inevitable yet Manageable”, *International Monthly Referred Journal of Research In Management and Technology*, Vol.II, pp 50-59.

[7]. Bhakat Ajay and Das Amitava(2015), “Employee Retention topology for the Five Star Category Hotels in India”, *International Journal of Business and Administration Research Review*, Vol.1, Issue 10, pp 168-173.

[8]. Peshave Milind A. and Gujarathi Rajashree(2014), “An Analysis of Work-Life Balance(WLB) Situation of Employee and its Impact on Employee Productivity with Special Reference to the Indian Hotel Industry”, Asian Journal of Management Vol. 5, Issue 1, pp 69-74

[9]. Patil Tejaswini and Ramanjaneyalu N.(2015), “Stay Interview as an Intervention for Employee Engagement”, Asian Research Journal of Business Management, Vol.3, Issue 1, pp 13-21.

[10]. Nickson Dennis(2007), “Remuneration in Tourism and Hospitality”, Human Resource Management for the Hospitality and Tourism Industry, pp 196-202

[11]. Joshi Manmohan(2013), “Manpower Planning, Recruitment and Selection”, Human Resource Management, 1st Edition, pp 24-26.

[12]. Ragusa Antonio(2010), “Internal Communication Management: Individual and Organisational Outcomes”, 1st Edition, pp 14-23.

[13]. Joshi Manmohan(2015), “Human Hypothesis Management”, How to deal with your Manager, 1st Edition, pp 6-10.

[14]. Senyucel Zorlu(2009), “Changing Role of HR Practitioners”, Managing the Human Resource in the 21st Century, pp 70-71.

[15]. Timms Perry(2013), “Exits are on their way Out”. HR 2025: Human Resource Management in the Future, Book 1, Work, People and HR in 2025, pp 47-49.

[16]. Anderson J R (2005), “Managing Employees in the Service Sector: A Literature Review and Conceptual Development”, *Journalof Business and Psychology*, Vol. 20, No.4, pp. 501-523.

[17]. Armstrong D J, Riemenschneider C.K, Allen M W and Reid M F (2007), “Advancement, Voluntary Turn-Over and Women in IT: A Cognitive Study of Work-Family Conflict”, *Information & Management*, Vol. 44, No.2, pp. 142-153.

[18]. Atchley R (1996), *Frontline Workers in Long-term Care: Recruitment, Retention and Turnover Issues in an Era of Rapid Growth*, Scholarly Commons at Miami University, Research Paper, Online available at December 12, 2008).

[19]. Brooker B (2008). “Getting Them is Tough: Keeping them is Tougher”, Advertising Age, Vol. 79, No. 2, p.20. *Attrition at Workplace: How and Why in hotel Industry* 49 | Page.

[20]. Capelli P and Hamori M (2006), Executive Loyalty and Employer Attributes, Instituto de Empresa Business School Working Paper, WP 06-10, Online available at (June 26, 2008).

[21]. Chakravorty B (2005), “BPO E-Sat 2005”, *Dataquest*, pp. 22-28, available at last accessed on February 06, 2008

[22]. Cohen D J and Prusak L (2001), In Good Company: How Social Capital Makes Organizations Work, *Harvard Business School Press*, MA, Boston.

[23]. Coulson-Thomas C (1993), “Human Resources: The Critical Success Factor”, *International Journal of Manpower*, Vol. 11, No. 5, pp. 34-46.

[24]. Cheng.A. & Brown.A. (1998). HRM strategies and labour turnover in the hotel industry: A comparative study of Australia and Singapore. *The International Journal of Human Resource Management,* Volume 9, Issue 1, P. 136-154.

[25]. Dunne H (2007), “Putting Balance into Business: Work-Life Balance as a Strategy for Avoiding Brain Drain”, *Strategic HR Review*, Vol. 6, No. 6, pp. 28-31.

[26]. Economist Intelligence Unit; EIU (January 16, 2007), Talent Roadblocks Greater Barrier to Growth in Developed and Energing Markets, Says Fifth Annual CEO Briefing Survey, *EIU Media Directory*, Online available at, July 25, 2008).

[27]. Elangovan A R (2001), “Casual Ordering of Stress, Satisfaction and Commitment, and Intention to Quit: A Structural Equations Analysis”, *Leadership and Organizational Development*, Vol. 22, No. 4, pp. 159-165.

[28]. Firth L, Mellor D J, Moore K A and Loquet C (2004), “How can Managers Reduce Employee Intention to Quit?”, *Journal of Managerial Psychology*, Vol. 19, No.2, pp. 170-187.

[29]. Frieman T L (2006), *The World is Flat: The Globalized World in the Twenty-First Century*, Penguin Books, England.

[30]. Glass A (2007), “Understanding Generational Differences for Competitive Success”, *Industrial and commercial training*, Vol. 39, No. 2, pp. 98-103.

[31]. Gupta, M. (2004), “HR Challenges in the Indian Software Industry”, IIT Bombay, Update No.1.

[32]. Hora Gurdeep S (2005), “Retaining Talent in the Knowledge Economy” Icfai, HRM Review,

[33]. Iverson R D and Deery M (2007), “Turnover Culture in the Hospitality Industry”, *Human Resource Management Journal*, Vol. 7, No.4, pp. 71-82.

[34]. Khatri N, Chong T F and Budhwar P (2001), “Explaining Employee Turnover in an Asian Context”, Human Resource Management Journal, Vol. 11, No. 1, pp. 54-74.

[35]. Manpower (2008b), *The Agenda for the New Service Workforce*, Kuala Lumpur Manpower Inc.

[36]. McBey K and Karakowsky L (2001), “Examining Sources of Influence on Employee Turnover in the Part-Time Work Context”, Career *Development International*, Vol. 6, No., pp. 37-39.

[37]. McCabe V S and Savery L K (2007), “Butterflying: A New Career Pattern for Australia? Empirical Evidence”, *Journal of Management Development*, Vol. 26, No. 2, pp. 103-116.

[38]. Price J L (2001), “Reflections on the Determinants of Voluntary Turnover”, *International Journal of Manpower*, Vol. 22, No.7, pp. 600-624.

[39]. Roderick D. Iverson 1 and Margaret Deery (2007). Turnover culture in the hospitality industry. *Human Resources Management Journal*, Volume 7, Issue 4, pages 71-82.

[40]. Siong Z M B, Mellor D J, Moore K A and Firth L (2006), "Predicting Intention to Quit in the Call Centre Industry: Does the Retain Model Fit?", *Journal of Managerial Psychology*, Vol. 21, No. 3, pp. 231-243.

[41]. Tang T L P, Kim J K and Tang D S H (2000), "Does Attitude Toward Money Moderate the Relationship Between Intrinsic Job Satisfaction and Voluntary Turnover?", *Human Relations*, Vol. 53, No. 2, pp. 213-245.

[42]. Taylor P and Bain P (2003), "Call Centers in Scotland and Outsourced Competition from India" available at Scotland.pdf, (July 9, 2008).

[43]. Udo G J, Guimarases T and Igbaria M (1997), "An Investigation of the Antecedents of Turnover Intention of Manufacturing Plant Managers", *International Journal of Operations and Production Management*, Vol. 17, No. 9, pp. 912-930.

[44]. Wetzels M, de Ruyter K and Lemmink J (1999), "Role Stress in After Sales Service Management", *Journal of Service Research*, Vol. 2, No. 1, pp. 50-67.